

What is claimed is:

1. An integrated, interactive display, sales, and delivery system allowing for automated demonstrations, product selections, and purchases by a customer of offered goods without the necessity of the physical presence of sales personnel comprising:

a showroom floor area;

a plurality of samples of goods representing the available goods for sale located within said showroom floor area, said samples having selection characteristics;

an interactive computing device located within said showroom floor area;

a showroom computer readable medium included with said interactive computing device;

an input device in communication with said showroom computer readable medium;

a processor included with said interactive computing device in communication with said showroom computer readable medium;

a goods database containing records representing said goods available for sale, product information, association information associating at least one good available for sale with at least one of said samples of goods located within said showroom floor area, and selection characteristics associated with said goods; and

a set of selection instructions contained within said showroom computer readable medium for, when executed by said processor, performing the tasks of querying the customer to determine a desirable product criteria of the customer,

receiving said desirable product criteria from the customer via said input device,
inviting the customer to physically evaluate at least one of said samples of goods,
including a result of the physical evaluation into the desirable product criteria if
performed by the customer, creating a hierarchy of preferred goods for sale according
to said desirable product criteria and said selection characteristics, and presenting the
most preferred good for sale from said goods database to the customer so that the
customer is provided with the good most suited to the customer according to the
physical evaluation, the desirable product criteria, and the selection characteristics.

2. The system of claim 1 including a video attractor for providing
advertising material to potential customers of the goods offered for sale represented
by said samples on said showroom floor.

3. The system of claim 1 including:

a set of purchasing instruction embodied in said computer readable
medium for, when executed by said processor, performing the tasks of receiving an
order for the most desirable good presented to the customer via said input device
containing product information, presenting the amount due to the customer, receiving
shipping information from the customer, receiving customer information from the
customer, receiving payment from the customer via said input device, processing the
payment information to create an order record, and transmitting the order record to
a call center for having the order record processed and having the purchased good
sent to the customer.

4. The system of claim 3 including a card reader for receiving payment information from the customer according to said amount due presented to the customer.

5. The system of claim 3 including:

5 a call center server having a call center processor and a call center computer readable medium;

a call center network connection in communication with said showroom computer readable medium and said call center computer readable medium; and,

10 a set of call center instructions embodied in said call center computer readable medium that, when processed by said call center processor, performs the tasks of receiving the order record transmitted by said purchasing instructions via said call center network connection, generating delivery information containing product information, shipping information, and customer information according to said order record, transmitting said delivery information to a distribution center to allow the
15 distribution center to fulfill the order for a purchased good desired by the customer.

6. The system of claim 5 including:

a distribution center;

a physical inventory of goods offered for sale contained within said distribution center;

20 a distribution center server included within said distribution center and having a distribution center processor and distribution center computer readable medium;

an inventory database embodied in said distribution center computer readable medium representing the available goods to be sold located at said distribution center, said inventory database containing inventory information representing the physical inventory contained within said distribution center;

5 a distribution center network connection in communication with said call center computer readable medium and said distribution center computer readable medium; and,

10 a set of distribution instructions embodied in said distribution center computer readable medium that, when executed by said distribution center processor, performs the tasks of receiving delivery information via said distribution network connection, generating a pick list for selecting at least one good purchased by the customer according to said product information contained within said deliver information, adjusting said inventory information contained within said inventory database to reflect and adjustment of the inventory count of the product sold according to said delivery information.

15 7. The system of claim 5 including:

a call center database embodied in said call center computer readable medium representing order status information and order information and said delivery information; and,

20 a set of status instructions embodied within said call center computer readable medium that, when processed by said call center processor, performs the task of receiving an order information request via said call center network connection having an order inquiry ID, retrieving said order information from said call center

database according to said order information request order ID, and presenting said order status information to the requestor via said call center network connection so the order status requester can be apprised as to the progress of filling an order.

5 8. The system of claim 1 including a telephone contained within said showroom floor in communication with a call center so that the customer can orally communicate with the call center concerning the goods offered for sale, displayed on said showroom floor, or ordered.

9. The system of claim 8 including:

10 a network connection in communication with said showroom computer readable medium and the call center;

15 a video camera contained within said showroom floor and connected to said network connection;

20 a set of communications instructions embodied in said computer readable medium for receiving a video signal from said video camera, formatting said video signal for transmission; and, transmitting said video signal to the call center via said network connection allowing the customer to interact with the call center through real-time video and audio communications allowing the tasks performed by the customer to be directed by personnel at said call center.

25 10. An integrated, interactive display, sales, and delivery system allowing for automated demonstrations, product selections, and purchases by a customer of offered goods without the necessity of the physical presence of sales personnel comprising:

30 a showroom floor area;

a plurality of samples of goods representing the available goods for sale located within said showroom floor area, said goods having selection characteristics;

an interactive computing device located within said showroom floor area;

a goods database having goods information representing goods for sale associated with said plurality of samples;

a means for querying a customer to determine the desired product criteria of the customer;

a means for receiving said desirable product criteria from the customer by said interactive computing device, said desirable product criteria having results from physical evaluation of at least of one of said samples of goods within said showroom floor area; and

a means for determining the most preferred good for sale according to said goods database, desired product criteria of the customer, and the selection characteristics of the goods for sale.

11. The system of claim 10 including a video attractor for providing advertising material to potential customers with the goods offered for sale represented by said samples on said showroom floor.

12. The system of claim 10 including:

a means for receiving customer information by said interactive computing device;

a means for receiving an order for the good presented to the customer by said interactive computing device containing product information;

a means for presenting an amount due to the customer according to the order received from the customer;

a means for receiving shipping information from the customer interactive computing device;

a means for receiving payment from the customer by said interactive computing device in response to presenting the amount due to the customer according to the order received from the customer;

a means for creating an order record according to receiving payment from the customer; and

a means for transmitting the order record to a remote location for having the order processed and having the purchased good sent to the customer.

13. The system of claim 12 including a means for receiving payment by a credit or debit card according to said amount due presented to the customer.

14. The system of claim 12 including a call center in communication with said showroom floor;

a means for receiving order information transmitted from said showroom floor to said call center;

a means for generating delivery information containing product information, shipping information, and customer information according to said order information; and

a means for transmitting said delivery information to a distribution center to fulfill the order for the purchased good purchased by the customer.

15. The system of claim 14 including:

a distribution center;

a distribution center server;

a physical inventory of goods offered for sale contained within said distribution center;

an inventory database included at said distribution center and representing available goods for sale at said distribution center, said inventory database containing inventory information representing the physical inventory contained within said distribution center;

a means for receiving delivery information from said call center by said distribution server;

a means for generating a pick list by said distribution server for selecting the good purchased by the customer according to said product information contained within said delivery information; and

a means for adjusting said inventory information contained within said inventory database to reflect an adjustment of inventory count of the product sold according to said delivery information.

16. The system of claim 15 including:

an call center database contained within said call center server;

a means for receiving an order information request by said call center server having an order inquiry ID;

a means for retrieving said order information from said call center database according to said order information request order ID; and

a means for presenting said order status information to the requestor according to said order information request so that the requester knows the status of the associated order.

5 17. The system of claim 10 including a telephone contained within said showroom floor in communication with a call center so that the customer can orally communicate with the call center for information concerning the goods offered for sale and displayed on said showroom floor.

18. The system of claim 17 including:

10 a means for communicating between said showroom floor and said call center;

a video camera contained within said showroom floor;

15 a means for receiving a video signal from said video camera, formatting said video signal for transmission, and transmitting said video signal to the call center via said means for communication allowing the customer to interact with the call center through real-time video and audio communications.

19. A method for purchasing goods from samples located on a showroom floor having a plurality of samples representing the goods offered for sale and a interactive demonstration, and purchase system comprising the steps of:

entering the showroom;

20 engaging an interactive display having a computer readable medium containing computer readable instructions for selecting and purchasing a good, the good having selection characteristics;

entering information about preferences to said interactive display responsive to said set of computer readable instructions;

physically evaluating at least one of the samples of goods;

entering the results of the physical evaluation into the interactive display responsive to said set of computer readable instructions;

viewing a list of displayed goods displayed according to said selection characteristics of the goods on display, preferences of the customer, and physical evaluation performed by the customer;

selecting a good for purchase from the list of goods displayed;

viewing the amount due according to the good selected; and

entering shipping information so that the good selected can be shipped to the customer.

20. The method of claim 19 including the step of interacting with a call center concerning the selection of a good for sale so that a customer may communicate with a remotely located sales personnel.